

# Health Care Cheat Sheet

## Hohenfels Army Health Clinic

### Health Clinic Information:

**Hours of Operation:** Monday-Wednesday, Friday: 7 a.m. - 5 p.m., Thursdays: 7 a.m. - noon, closed on weekends and federal holidays

**Sick Call Hours:** Monday - Friday 7 - 8 a.m.

**Appointment Line:** DSN 466-1750, CIV 09472-83-1750

My Primary Care Manager is: \_\_\_\_\_

**Behavioral Health Appointments:** DSN 466-4582, CIV 09472-83-4582

**TRICARE Service:** DSN 466-4191, CIV 09472-83-4191

**Patient Advocate:** The patient advocate acts on behalf of the clinic commander regarding problems experienced before, during or after a patient's visit to the facility. To reach the patient advocate, call DSN 466-2738, CIV 09472-83-2738 or email [HohenfelsPatientAdvocate@amedd.army.mil](mailto:HohenfelsPatientAdvocate@amedd.army.mil).

**TRICARE Nurse Advice Line:** Speak with a registered nurse 24 hours a day, seven days a week by calling this toll-free number: 00800-4759-2330. The nurse can answer your health-related questions, recommend a course of action and schedule an appointment for you at the clinic.

**TRICARE Online:** To schedule your medical appointments online, visit [www.tricareonline.com](http://www.tricareonline.com). Once you've registered, you have the ability to schedule your appointments 24 hours a day, seven days a week.

### Medical Emergencies

*A medical emergency is anything that threatens life, limb or eyesight. If you have a medical emergency go immediately to the nearest emergency room or call an ambulance.*

**Ambulance:** If incident occurs off the installation, dial 116.

If incident occurs on the installation, dial DSN 466-2819 or CIV 09472-83-2819.

**Military Police:** DSN 466-2812 or CIV 09472-83-2812

### Host Nation Hospitals:

Kreiskrankenhaus Parsberg  
Lupburger Str. 11  
92331 Parsberg  
09492-6030

Krankenhaus Burglengenfeld  
Dr.-Sauerbruch-strasse 1  
93133 Burglengenfeld  
09471-7050

**TRICARE ISOS:** In a medical emergency, go straight to a Host Nation emergency room. Once you've checked in, please call the TRICARE Eurasia-Africa Call Center to apprise them of your situation. The center is available 24 hours a day and can also provide medical assistance. Toll-free: 0800-1818505.

**Host Nation Patient Liaison Services:** Patient liaisons are available to help patients in emergency and inpatient situations. They can assist with translating and will visit the patient each day they're in the hospital. There is a patient liaison on-call 24 hours a day, seven days a week. In emergency situations, it's especially important to call so they can report to the clinic and potentially the chain of command that you're being treated in a Host Nation hospital.

**HNPLs during duty hours** (see above): DSN 466-4565, CIV 09472-83-4565

**After hours:** Call the IOC at DSN 466-2819 or 09472-83-2819. Services are available 7 days a week.

**Sexual Assault:** If a person is sexually assaulted during normal duty hours, he or she can walk into their local health clinic and receive immediate care. After duty hours, the person should contact their local victim advocate, chaplain or military police. In turn, they will contact the sexual assault response coordinator who will then contact the closest sexual assault medical team.

**For more, visit the clinic's website at:** <https://ermc.amedd.army.mil/hohenfels/index.cfm>



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